

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

ORIGINAL



0000097838

ARIZONA CORPORATION COMMIS

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion      No. 2009      81152

Date: 8/13/2009

Complaint Description:      08A   Rate Case Items - Opposed  
   N/A   Not Applicable

Complaint By:      First:      Last:  
                                 Linda      Perkins

Account Name:      Linda Perkins      Home: (000) 000-0000

Street:      36085 W. Catalan      Work:

City:      Maricopa      CBR:

State:      AZ      Zip: 85138      is:

Utility Company:      Global Water-Santa Cruz Water Company

Division:      Water

Contact Name:      Patty Greco      Contact Phone: (623) 518-4137

Nature of Complaint:

\*\*\*\*\* SW 20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081 and W-01212A-09-0082 \*\*\*\*\*

Customer is opposed to the proposed rate increase. It is not affordable.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Advised customer that I would file her comments with Docket Control so that all Commissioners would be able to review them and thanked her for taking the time to call.

\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81152

Arizona Corporation Commission

DOCKETED

AUG 13 2009

DOCKETED BY

RECEIVED  
2009 AUG 13 P 4:48  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

SW 20445A-09-0077  
W 02451A-09-0078  
W 01732A-09-0079

W 20446A-09-0080  
W 02450A-09-0081  
W 01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

**Investigator:** Brad Morton

**Phone:** [REDACTED]

**Fax:** [REDACTED]

**Priority:** Respond Within Five Days

**Opinion**      **No.** 2009 - 81147

**Date:** 8/13/2009

**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable

**Complaint By:**      **First:** Dan      **Last:** Warren

**Account Name:** University of Az Maricopa Ag Center

**Home:** (520) 000-0000

**Street:** [REDACTED]

**Work:** [REDACTED]

**City:** Maricopa

**CBR:** [REDACTED]

**State:** AZ      **Zip:** 85239

**is:** [REDACTED]

**Utility Company:** Global Water-Santa Cruz Water Company

**Division:** Water

**Contact Name:** [REDACTED]

**Contact Phone:** [REDACTED]

#### **Nature of Complaint:**

From: Dan Warren [REDACTED]

Sent: Wednesday, August 12, 2009 10:29 AM

To: Utilities Div - Mailbox

Subject: Docket No(s): SW-20445A-09-0077, W-02451A-09-0078, W-01732A-09-0079, W-20446A-09-0080, W-02450A-09-0081, W-01212A-09-0082

Dear Commissioners:

As you may have read, many customers of Global Water have complained about their billing and reconnection practices. I want to be included on that list. My story is one that includes their practice of not delivering bills in a timely fashion, disconnecting service without notification, and charging \$60 to reconnect. What percentage of their profits can be attributed to reconnect fees? That would be a good question to ask them in lieu of this rate hike request.

I am sure they will put forth a strong case for their requests. However, as a customer of Global Water for the past 4 years, I can also present the following concerns:

- 1) They are a monopoly: Maricopa residents in the El Dorado subdivisions can go nowhere else to get water.
- 2) Global Water's submissions include a request for a 506% increase to the price of reclaimed water used by our HOA's which must be passed on to residents.
- 3) El Dorado residents have come to think of Global Water as a criminal enterprise built on fraud, extortion and racketeering.
- 4) We are afraid of them!!

Please, take the time to examine Global Water before granting them the rate increases they seek. I think that

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

when the facts of their business model are weighed against their reasons for seeking to increase profits, you will find them worthy of some other kind of investigation.

Yours truly,  
Dan Warren

University of Arizona

Maricopa Ag Center

[REDACTED]

Maricopa, AZ 85239

[REDACTED]

[REDACTED]

[REDACTED]

\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Called customer and left voicemail confirming receipt of opinion.

\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81147

---

SW 20445A-09-0077  
W 02451A-09-0078  
W 01732A-09-0079

W 20446A-09-0080  
W 02450A-09-0081  
W 01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 81148      Date: 8/13/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Annette      Last: Bogolin

Account Name: Annette Bogolin      Home: (520) 000-0000

Street: n/a      Work: (520) 000-0000

City: Maricopa      CBR:

State: AZ      Zip: 85239      is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: ([REDACTED])

Nature of Complaint:

From: Annette Bogolin [REDACTED]  
Sent: Tuesday, August 11, 2009 8:25 PM  
To: Utilities Div - Mailbox  
Cc: Leonard Bogolin  
Subject: Global Water - Proposed Rate Increases

We are recent homeowners, new to the Maricopa, Arizona community of The Lakes at Rancho El Dorado. We have learned that Global Water is planning a drastic rate increase. If that happens, our HOA fees will increase dramatically. We will not be able to afford the HOA increase or pay for water for watering our individual yards. The main reason we purchased our home is because of the lakes of reclaimed water in the community. If the community can no longer afford to maintain the lake water, it will negatively impact our home values.

We also were informed that the requested increase is not being requested to improve quality, service or distribution of reclaimed water. Rather, it is being requested because the investors in Global Water are only getting a 3 to 4 percent return on their investment, and the ACC allows for up to a 10 percent return. The state of the economy is taking a big toll on everyone, and we cannot manage another increase in bills or another decrease in our income.

Docket numbers for this issue at the ACC are:

SW-20445A-09-0077  
W-02451A-09-0078  
W-01732A-09-0079  
W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

The hearing with the ACC is scheduled for December 14, 2009 at 10:00am at the ACC offices 1200 W

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

---

Washington St. Hearing room #1. We are not able to attend, but we want you to know how concerned we are about this proposed increase.

Thank you for your consideration.

Annette Bogolin  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81148

---

SW 20445A-09-0077  
W 02451A-09-0078  
W 01732A-09-0079

W 20446A-09-0080  
W 02450A-09-0081  
W 01212A-09-0082

## ARIZONA CORPORATION COMMISSION

### UTILITY COMPLAINT FORM

Investigator: Brad Morton

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion      No. 2009 - 81149

Date: 8/13/2009

Complaint Description:      08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By:      First: Larry      Last: Tevault

Account Name: Larry Tevault

Home: (520) 000-0000

Street: n/a

Work: (520) 000-0000

City: Maricopa

CBR:

State: AZ      Zip: 85239

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

From: Dean Tevault [REDACTED]  
Sent: Wednesday, August 12, 2009 1:04 PM  
To: Utilities Div - Mailbox  
Cc: scams@cbsnews.com; Nightly@NBC.com; investigators@abc15.com; yourcomments@foxnews.com;  
economicdevelopment@maricopa-az.gov  
Subject: Global Water Proposed Rate Increase! 500%?

Hello,

I hope you can help I am concerned with the proposed rate increases. We are at the mercy of Arizona Corporation Commission. Please HELP stop the 506% increases in water rates.

Global Water

At Your Mercy,  
Larry Tevault  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed  
\*End of Comments\*

Date Completed: 8/13/2009

SW-20445A-09-0077  
W-02450A-09-0078  
W-01732A-09-0079

W-20446A-09-0080  
W-02450A-09-0081  
W-01212A-09-0082

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81144

Date: 8/13/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Maxine Last: Trimble

Account Name: Irvin Trimble

Home: (000) 000-0000

Street: n/a

Work: (000) 000-0000

City: Maricopa

CBR:

State: AZ Zip: 00000

is:

Utility Company: Global Water-Santa Cruz Water Company

Division: Water

Contact Name: n/a

Contact Phone: n/a

Nature of Complaint:

Customer's opinion is that this company does not deserve a rate increase. The water is already expensive enough.

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

8/13/09 opinion noted and filed in the Global Water-Santa Cruz Water Co. rate application. Closed

Filed in Docket No.

SW-20445A-09-0077

W-20446A-09-0080

W-02451A-09-0078

W-02450A-09-0081

W-01732A-09-0079

W-01212A-09-0082

\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81144